

Title: VISITORS

Replaces:

Policy Implementation Date: September 8, 2009

Section:	Provision of Care	Date Last Approved	2009/09
Source:	Patient Care Services	Date Last Reviewed	2009/09
		Replaces	2009/02
Approval:	Administration	Date Last Reviewed	2009/09
	Medical Affairs	Date Last Reviewed	2009/09
	Patient Care Services	Date Last Reviewed	2009/09

PURPOSE: The purpose of this policy is to assure that:

- Visitors are safe
- Visitors are monitored properly
- Inpatient environments are not overly crowded and noisy
- Unit safety is maintained
- Staff safety is maintained

POLICY:

A. For those visiting patients on adult units (Tyler 1, 2 and 4):

1. All visitors must be age 12 or older.
2. Visiting hours are 6 PM - 8 PM Monday - Friday and 2 PM – 4PM and 6 PM- 8 PM on Saturday and Sunday, unless prescheduled with the treatment team, or approved by any one of the following: the attending doctor, the assigned social worker, the doctor on call, or the charge nurse.

B. For those visiting patients on adolescent unit (Tyler 3):

1. All visitors need to be included on the visitor list approved by the Social Worker, guardian and treatment team.
2. All visitors must be age 12 or older.
3. Visiting hours are 4 PM – 8 PM daily Monday through Friday, and 10 AM – 8 PM Saturday and Sunday,
4. Visits outside of scheduled hours may be prescheduled with the treatment team or approved by Charge RN on weekends.

C. For those visiting patients on child unit (Osgood 1):

1. All visitors need to be included on the visitor list approved by the Social Worker, guardian and treatment team.
2. Visiting hours are 10 AM – 1 PM and 3 PM – 7 PM daily Monday thru Friday and 10 AM – 7 PM Saturday and Sunday, unless prescheduled with the treatment team or approved by Charge RN on weekends.
3. All visitors must be age 12 or older.

Title: VISITORS

D. For those visiting patients on child & adolescent residential programs (Osgood 2 & 3, and Abigail Rockwell Children's Center):

1. There are no set open visiting hours
2. All visits end by 7 PM
3. All visits are prescheduled by the therapist or treatment team, or approved by the clinical manager at the ARCC or the Charge MHW at Osgood Residential
4. There are no age restrictions for visitors to ARCC or adolescent residential programs.

E. Clergy, legal counsel and personnel from Vermont Protection & Advocacy may visit at any time.

PROCEDURE:

1. Visitors under age 18 must be accompanied and supervised by an adult at all times.
2. No more than 2 visitors per patient at any one time, unless approved by the Charge Nurse or Charge MHW, or prearranged by the treatment team.
3. All visitors check in and out with the switchboard. They will receive a visitor badge which must remain visible at all times and must be returned at departure.
4. Personal identification will be required by the switchboard prior to giving a visitor badge. If the visitor does not have a photo ID, then 2 forms of identification are required.
5. At time of sign in, all visitors sign a statement of confidentiality.
6. Those under 18 do not have to sign confidentiality statements or show 2 forms of identification as long as the adults accompanying them take responsibility for these matters
7. Visitors to the Abigail Rockwell Children's Center have been previously interviewed by clinical staff, and all visits are scheduled. Visitors may sign in directly at the ARCC and need not check in with the switchboard.
8. Security personnel may stop anyone at any time.
9. Physicians, Social Workers, and the Charge Nurse/Charge MHW have the discretion to ask visitors to leave the unit if visitors are obviously intoxicated or otherwise impaired, if visitors are behaving in a manner that poses a threat to the safety of the milieu, or if the milieu poses a threat to visitor safety.
10. All bags, parcels or other items brought for patients must be given to nursing staff when visitor arrives on the unit, to be checked for contraband items.
11. Taking photographs or making audio or video recordings is not permitted.

Title: VISITORS

Attachments:

1. Visitor Acknowledgement Regarding Patient Rights to Privacy and Confidentiality
2. Visitor Policy for Inpatient Units (Guidelines for Visitors)

Robert E. Simpson, Jr., DSW, MPH
President and Chief Executive Officer

Frederick Engstrom, MD
Medical Director

Vareen O'Keefe-Domaleski, MSN, Ed.D (c) CNAA, BC
Vice President Patient Care

Title: VISITORS

**VISITOR ACKNOWLEDGEMENT REGARDING PATIENT RIGHTS
TO PRIVACY AND CONFIDENTIALITY**

I understand that the rights of the patients at Brattleboro Retreat include the right to privacy and confidentiality of information connected with his or her care.

I understand that there is legal protection for patient information. Disclosure of any health information related to alcohol/substance abuse is governed by specific federal statutes (42 CFR, Ch. 1, Part 2 [1983]). State laws also restrict disclosure of records pertaining to mental health.

As a visitor at any of the facilities of Brattleboro Retreat, I understand that I cannot disclose any confidential information, which includes revealing the presence or description of any person or persons receiving treatment at Brattleboro Retreat, to anyone other than Brattleboro Retreat staff, without specific written consent from that person.

If I recognize a person receiving treatment at Brattleboro Retreat, I need to do the following:

1. I cannot publicly acknowledge that I recognize the person, nor am I to greet him or her in any way;
2. If the person acknowledges me I can engage in conversation, but I am to state that I understand his or her right to privacy and confidentiality.
3. I understand that no cell phones or cameras are allowed on any unit.
4. If I recognize a person receiving treatment at Brattleboro Retreat, I need to do the following:
 - I cannot publicly acknowledge that I recognize the person, nor am I to greet him or her in any way;
 - If the person acknowledges me I can engage in conversation, but I am to state that I understand his or her right to privacy and confidentiality.
 - I cannot make audio or video recordings (including photographs). I understand that I will leave my cell phone, cameras and other similar items in vehicles and not take them onto patient care areas.

I have read and understand the above agreement. I have had the opportunity to ask questions and have them answered.

I have read and understand the above agreement. I have had the opportunity to ask questions and have them answered.

Visitor Signature

Date

Witness

Date



Brattleboro Retreat

Guidelines for Visiting Inpatient Units

Visitors are very important in supporting a loved one during hospitalization.

We want your visit here to be a positive experience.

Please read the guidelines and follow them during your visit in order to maintain safety and privacy for all of our patients while you are here.

VISITING HOURS for Inpatient Units:

Tyler 1, Tyler 2 and Tyler 4 – Adult: Monday – Friday 6:00 PM – 8:00 PM; weekends and holidays 2:00 PM -4:00 PM and 6:00 PM - 8:00 PM

Tyler 3 – Adolescent: Monday – Friday 4:00 PM – 8:00 PM; weekends and holidays 10:00 AM – 8:00 PM

Osgood 1 – Children: Monday – Friday 10:00 AM – 1:00 PM and 3:00 PM – 7:00 PM; weekends and holidays 10:00 AM – 7:00 PM

Visiting during any other times must have prior approval from the treatment team or charge RN on weekends.

- Check in at the visitors entrance to receive a visitor's pass
- Visitors under 18, must be accompanied by an approved adult.
- You may be requested to show personal identification prior to receiving a visitor's pass.
- No more than 2 visitors per patient at any one time.
- Bags, parcels or other items must be given to nursing staff when you arrive on the unit to be checked for contraband.
- The Brattleboro Retreat is a Tobacco Free campus. Please do not bring tobacco products on campus or give to your family member/friend. This includes lighters, matches and smokeless tobacco.
- For those visiting patients on child/adolescent units including residential, all visitors need to be included on the visitor list approved by the Social Worker, guardian and treatment team.
- Below is a list of items not allowed at any time on units:
 - Drugs and alcohol
 - Any medication
 - Tobacco, or other smoking materials, including chewing tobacco
 - Any sharp object (i.e. screws, nails, pins, thumbtacks, paper clips, sewing/knitting needles, staples, pencils with metal encased erasers)
 - Scissors
 - Weapons, knives
 - Razors including electric razors
 - Plastic bags

Title: VISITORS

- Any alcohol based liquid (mouthwash, perfumes, colognes)
 - All glass, including picture frames, bottles, vases, mirrors
 - Wire, including coat hangers, musical instruments with wires, spiral binders
 - Manicure sets including tweezers, clippers
 - Keys
 - Aerosol cans
 - Toxic substances (nail polish, nail polish remover, laundry detergent, bleach, fabric softener
 - “White-Out”, toxic magic markers
 - Lighters, matches
 - Money exceeding unit policy
 - Detachable carry straps from luggage,
 - Cell phones, cameras, recording devices
 - Ace bandages, Kling. Dental floss, cords, rope, belts, shoelaces, drawstrings, neckties, hosiery, tights
 - Medical appliances or supports with straps, cords
 - Soda/juice cans, plastic utensils
 - Jewelry
 - Crutches
 - Magazines or other reading material that contains staples are not allowed
 - CD’s or DVD’s, mini DVD’s, I Pods, MP3 players, boom boxes are not allowed on the children or adolescent programs.
 - Blow dryers, hair straighteners.
-
- Other items may be removed at time of admission and placed in contraband.
 - Visitors will be asked to leave the unit if intoxicated or behaving in a manner that poses a threat to the safety of the milieu, or if the milieu poses a threat to a visitor.
 - Please feel free to ask any staff if you are not sure if an item should be taken home.
 - Patients need rest and time to process what they are learning here. Please be considerate of length of visits.
 - Visitors badges are to be returned to the operator and sign out is required.

Thank you for your cooperation.